Abstract

MANAGEMENT OF SUPPORT CENTER CALLS

A computer system and program product for managing support of an application. First program instructions receive a request to view contact information for support people for the application, and in response, determine whether the request occurs during On Shift support hours or Off Shift support hours of the application and determine the support people who are On Shift and the support people who are Off Shift for the application. There is a preferred e-mail address for On Shift contact and a preferred e-mail address for Off Shift contact for each of the support people. The preferred e-mail address for On Shift contact is different than the preferred e-mail address for Off Shift contact for at least one of the support people. Second program instructions receive a request to send an e-mail to one or more of the On Shift and Off Shift support people. If the e-mail request occurs On Shift, the e-mail is sent to the preferred On Shift e-mail address for each of the one or more On Shift support people and each of the one or more Off Shift support people. If the e-mail request occurs Off Shift, the e-mail is sent to the preferred Off Shift e-mail address for each of the one or more On Shift support people and each of the one or more Off Shift support people. The computer system also displays the support people in an order based on whether the current time is On Shift or Off Shift.